

## Replacement Batteries

- BGH Audiology department
- Chirnside Health Centre
- Coldstream Health Centre
- Duns Medical Practice
- Earlston Medical Practice
- Eyemouth Day Hospital
- Galashiels Health Centre
- Greenlaw Surgery
- Hawick Health Centre
- Hawick Community Hospital
- Haylodge Health Centre, Peebles
- Innerleithen Health Centre
- Jedburgh Health Centre
- Kelso Health Centre
- Lauder Medical Centre
- Melrose Health Centre
- Newcastleton Health Centre
- Selkirk Health Centre
- Stow Health Centre
- West Linton Medical Practice

When you present your battery book to request new batteries at your local Health Centre and hand in your old batteries please remove them from their original packaging as we aim to recycle all battery returns.

Please note we can also send batteries to your home address via Royal Mail; please send the yellow battery book with any request.

If you have 1 hearing aid two packets of batteries will be issued, if you have 2 hearing aids then four packets will be issued.

## Hearing Aid Retubing

Your hearing aid(s) should be retubed every 6 months, or when the tubing starts to degrade.

Some patients prefer to retube their own hearing aids, especially slim tube aids where tubing can be sent out if required (please contact the department for this). However, we do provide a retubing service. This can either be done by arranging an appointment at the department (using the contact details below) or by attending a volunteer lead drop in clinic.

Outreach retubing clinics, run by volunteers, operate in six locations:

Haylodge, Peebles	Last Tuesday of every month 1.45-3.45
Eyemouth Library	Last Wednesday of every month 2.00-4.00
Kelso Health Centre	First and last Friday of every month 2.00-3.30
Jedburgh Health Centre	Every 3 months on the 1 <sup>st</sup> Monday 2.00-3.30 (Starting on Jan 6 <sup>th</sup> )
Coldstream Health Centre	Every 3 months on the 1 <sup>st</sup> Monday 2.00-3.30 (Starting on Feb 3 <sup>rd</sup> )
Hawick Community Hospital (Please phone Hawick prior to attendance on 01450 372162 to confirm the clinic is running)	Last Friday of every month 1.00-3.00

These clinics are only for **retubing only** and more complex tasks cannot be carried out. For issues more complex than tubing changes please telephone BGH Audiology Department on 01896 826531. Alternatively the department can be emailed on [bord-uhb.audiology@nhs.net](mailto:bord-uhb.audiology@nhs.net)

### Re-Testing Hearing

You should contact the department for a retest of your hearing every 3 years.

### Patient Feedback

If you would like to provide feedback regarding your experiences with the audiology department at the Borders General Hospital this can be done via Care Opinion.



**careopinion.org.uk**

- How do you feel about the service you use?
- What's good about it?
- What could have been better?

**What's your story?**  
**We want to hear your views about the health and care services you use.**

We share your feedback with the staff who run these services, so that they know what's good and what could be improved.

We put your anonymous feedback on our independent website so that everyone reading can see what's happened and how the service responds.

Share your story at **careopinion.org.uk** or call us on **0800 122 31 35**

Share your story about any health and social care services

Your story can improve care for everyone

 @careopinion  CareOpinion

### Volunteering Opportunities

NHS Borders Audiology department are seeking volunteers to join their team. Do you have a couple of hours a week to spare to support your local community? We are looking to recruit friendly and enthusiastic volunteers who can bring care and compassion and a willingness to learn about issues affecting people who are deaf or have a hearing loss.

Volunteering is a rewarding way to use your spare time. As one of our volunteers training will be provided and you will receive support from the Audiology Volunteer Lead. Volunteers are also able to claim travel expenses.

If you would like to learn more about our volunteering programme or if you are interested in Audiology volunteering role please contact: Joanne Forrest, Voluntary Services Manager – 01896 826700 [joanne.forrest@borders.scot.nhs.uk](mailto:joanne.forrest@borders.scot.nhs.uk) or; Fred Tanner, Audiologist - 01896 826531 [frederick.tanner@borders.scot.nhs.uk](mailto:frederick.tanner@borders.scot.nhs.uk)

### Helpful Videos

For further resources on hearing aid use, including walk through videos, articles and information regarding hearing aid use and expectations we recommend:

**[www.c2hearonline.com](http://www.c2hearonline.com)**